

SOLICITATION, OFFER, AND AWARD			1. Caption			Page of Pages	
			Centralized Towing, Tracking and Dispatch System (CTTDS)			1	27
2. Contract Number		3. Solicitation Number		4. Type of Solicitation		5. Date Issued	
				<input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFI) <input type="checkbox"/> Sole Source <input type="checkbox"/> Emergency		8/25/2006 6. Type of Market <input checked="" type="checkbox"/> Open <input type="checkbox"/> Set Aside <input type="checkbox"/> Open Market with Set-Aside SBE Designated Category:	
		POTO-2006-R-0076					
7. Issued By: Office of Contracting and Procurement 441 4th Street, NW, Suite 700 South Washington, DC 20001 WILLIAM E. SHARP, 202-727-5274, william.sharp@dc.gov				8. Address Offer to: SAME AS BLOCK 7			
NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"							
SOLICITATION							
9. Sealed offers in original and <u>2</u> copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at <u>441 4th Street, NW, Suite 703S, Bid Counter, Washington, DC</u> until <u>2:00 PM EASTERN TIME</u> local time <u>8-Sep-06</u> (Hour) (Date)							
CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.							
10. For Information Contact		A. Name		B. Telephone		C. E-mail Address	
		Ray Richards		(Area Code) 202	(Number) 727-8659	(Ext)	Ray.Richards@dc.gov
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within <u>180</u> calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.							
13. Discount for Prompt Payment		10 Calendar days %	20 Calendar days %	30 Calendar days %	Calendar days %		
14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):		Amendment Number	Date		Amendment Number	Date	
15A. Name and Address of Offeror		16. Name and Title of Person Authorized to Sign Offer/Contract					
15B. Telephone		15 C. Check if remittance address is different from above - Refer to Section G		17. Signature		18. Offer Date	
(Area Code)	(Number)	(Ext)					
AWARD (TO BE COMPLETED BY GOVERNMENT)							
19. Accepted as to Items Numbered		20. Amount		21. Accounting and Appropriation			
22. Name of Contracting Officer (Type or Print)		23. Signature of Contracting Officer (District of Columbia)				24. Award Date	



Government of the District of Columbia



Office of Contracting & Procurement

DC OCP-209(11-2004)

Dear Information Technology Vendor:

Subject: Request for Information (RFI)

A Technology Solution to Enhance and or Replace the Centralized Towing, Tracking and Dispatch System (CTTDS) within the D.C. Department of Public Works (DPW)

The Office of Contracting and Procurement (OCP), on behalf of the Office of the Chief Technology Officer (OCTO), is contemplating issuing a solicitation to enhance and or replace the current Centralized Towing, Tracking and Dispatch program with a commercially available towing, tracking and dispatch application system that is able to deploy, track, and contact public and private tow vehicles as well as safely and reasonably relocate vehicles and tell towed vehicle owners where their vehicle is located.

Before the actual issuance of a solicitation, OCP requests information from you in order to finalize the Government's technical requirements. In addition, responses received from you will assist in determining what procurement vehicle will be best suitable for the future solicitation. Specifically OCP, on behalf of the D.C. Department of Public Works (DPW) and the D.C. Metropolitan Police Department (MPD), is seeking:

- A commercial off-the-shelf (COTS) application system designed for all functions of dispatching, tracking and releasing of vehicles towed by public and private vendors
- A preferred solution that is in current operation within other municipalities and or private organizations of similar size, towing volume, and emergency management functions with the D.C. DPW, D.C. MPD Centralized Towing program
- A best-fit technology solution which will include an in-depth technical review emphasizing the Pros and Cons
- Recommendations regarding Best Practices for the CTTDS implementation
- Guidance on the potential scope and duration of the Implementation Phase
- Timeline [Gantt chart format] for a turn-key project broken down into critical path phases
- Estimated cost of the turn-key project, including design, all project costs, delivery, implementation, and training
- A highly secure, scalable, comprehensive system that can operate using the District of Columbia governments City-Wide WAN infrastructure, which uses a standard web browser to perform all data input and retrieval incorporating data into one database
- Required to interface with several current District of Columbia governments computer application systems

The RFI has two (2) parts, consisting of a twelve (12) page Technical Essay and a fifteen (15) page High Level Requirements List. Both documents, which have been prepared by the Governments technical experts, are important in your approach to the RFI. Please note that the opportunity to submit questions will end close of business, Monday, September 1st 2006. You are requested to submit five (5) copies of your response by Friday, September 8th 2 o' clock p.m. to the Office of Contracting and Procurement, Bid Counter, Suite 703 South, 441 Forth Street, N.W. Washington, D.C. 20001.

Please not that the content of this RFI is proprietary and is the sole property of the D.C. Government. Statements in the RFI are intended as general indicators only. This RFI is not intended as a commitment by the D.C. Government. Information exchange between the Government and any respondents as a result of this RFI, whether in hardcopy, electronic, or verbally communicated form shall be the sole property of the Government. There are no rights granted by this RFI. Any written communication should be directed to ray.richards@dc.gov. You can reach me at, (202) 727-8659.

Sincerely,

Ray Richards
Contracts Specialist
OCP/OCTO
441 4th Street, N.W. Suite 920 South
Washington, D.C. 20001
(202) 727-8659 (office)
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Statement of Work

District of Columbia Department of Public Works

Centralized Towing, Tracking and Dispatch System (CTTDS)

1 Background

1.1

The Department of Public Works, Parking Services Administration of the Government of the District of Columbia is seeking to obtain information regarding a technology solution that would enhance and/or replace the current Centralized Towing, Tracking and Dispatch system with a commercially available towing, tracking and dispatch application system. This solution will meet all requirements of the Government of the District of Columbia's Centralized Towing, Tracking and Dispatch Program, within the Department of Public Works, Parking Services Administration.

In order to clear streets from obstruction the District must have the capability to deploy available public and private tow vehicles at a moment's notice. To accomplish this, the District must be able to keep track of public and private tow vehicles and possess the means to contact them. These tow vehicles must be able to be deployed in an organized fashion and vehicles that are removed must be relocated in a safe and reasonable manner. Furthermore, the District must be able to tell the owners of the towed vehicles where their vehicle is located.

The District's current program that manages the dispatching and tracking of public and private tows along with related vehicular data is critical to the city's infrastructure, especially since the September 11, 2001, emergency event and possible future emergency events. To meet the required daily operational needs and emergency management challenges, DPW implemented a Centralized Towing system using Intergraph's Public Safety's (IPS) Computer Aided Dispatch System currently housed in the District's Public Safety Communications Center (PSCC) managed by the Office of Unified Communication (OUC) in July 2003.

In August 2005, DPW implemented an additional new system that interfaced with the Centralized Towing System and manages the vehicles once they are towed and placed in storage lot(s). This system is called the Auto Impound and Lot Management System (AIMS) and it uses commercially available software from Vantix and Texas Barcode Systems.

2.0 General Requirements

The long-term operational goals related to this effort are:

- (1) Enhancing service delivery by government agencies to the residents and visitors of the District of Columbia;
- (2) Providing for better utilization of existing resources;
- (3) Increasing accountability of government agencies public tow crane operators and private towing vendors for timely and efficient delivery of services through a consolidated management and organizational structure.

The proposed solution must be an existing, commercial off-the-shelf (COTS) application system designed for all functions of dispatching, tracking and releasing of vehicles being towed by the Districts' public towing agencies (DPW and MPD) along with privately owned towing vendors. It is preferred that this system be purchased via an existing purchase schedule or municipal contract vehicle.

The District's preferred solution must be currently operating in other municipalities and/or private organizations with a similar operational size, towing volume and emergency management functionality with the District of Columbia, Department of Public Works, Centralized Towing program. This solution must provide the District with a highly secure, scalable, comprehensive system that can operate using the District's existing City-Wide WAN infrastructure.

The Districts' desired system functionality should function within the District's data center, meeting all District technology standards and comply with the Department of Public Works technical architecture. It is preferred that the client uses a standard web browser to perform all data input and retrieval with all data incorporated into one database.

The desired system is required to interface with several current District computer application systems. These systems: DMV's Destiny, DPW's Auto Impound and Lot Management System (AIMS), MPD's WALES (Washington Area Law Enforcement System) (MPD) and the National Insurance Crime Bureau (NICB) system in real-time.

The Department of Public Works and the Metropolitan Police Department require a complete application to:

1. Receive tow requests from a variety of sources and dispatch private and public towing vehicles.
2. Track vehicles from inception to final disposition (i.e. salvage) of vehicle from Public (The District) and private towers (Vendors authorized by District).
3. Generate a unique towing request electronically and provide immediate access to each unique towing request within the system for all approved users.
4. Produce and issue letter of notification to the owner/authorized agent, or lien holder as to the status of the vehicle when owner name and address can be determined.

5. Enable vehicle owners and other interested parties to determine the steps that need to be taken to get a vehicle released, 24 hours a day, 7 days a week, and with the exception of vehicles placed 'on hold' by a government agency, to determine the location of a vehicle.
6. The system must be available and fully operational to perform all functions 99.99% of the time, as measured by total available hours in a given month.
7. Enable the District to query a database to determine the history of a vehicle that was towed in the past.
8. Interface with selected applications to enhance the utility of the software application as defined in this Statement of Work.
9. Provide a GIS interface capable of tracking all dispatched tow cranes. It is not necessary this functionality be operational when this system is first implemented.
10. Provide a wireless data transfer capability to dispatch tow cranes and receive vehicle data and transport information.

2.1 Specific Operational Requirements

1. A Towing Control Number (TCN) must be issued and tracked for each public tow request by the CTTDS.
2. The Towing Control Number must stay with the vehicle that was towed until the vehicle is released to the owner or disposed of at which time the record is closed.
3. For vehicles that are towed multiple times (e.g., from the street to the DPW Impound Lot and Private Towing Vendors Lot), the original TCN must remain associated with the vehicle.
4. The CTTDS must provide for communication between a District dispatch center, government tow vehicles, MPD, storage lots, and private tow companies via electronic device.
5. Given a license plate or VIN, interested parties must be able to find out where the vehicle has been towed (this may be a tow lot or on-street site if vehicle is relocated), the reason it was towed, who towed the vehicle, where the vehicle was towed from, when it was towed, and contact information via the Internet, in a real time or near real time manner.
6. The application system must interface with WALES so that every vehicle that is towed can be checked for stolen/wanted status, by either VIN # or tag, but the interface must indicate whether it is the tag or the vehicle that is stolen or both.
7. The WALES interface shall also be used to extract owner information including vehicle owner's name and address via the license plate number and VIN. This information will automatically be populated in the corresponding owner information fields on the supplemental screen for the CAD. This information will populate, regardless of whether or not the state in question is DC.
8. The WALES interface shall also be used to generate an entry into the WALES system, once all of the pertinent data has been entered into the CAD regarding a tow, including make, model, color, tag, VIN#, location towed to and location towed from, and reason for tow. This in turn will create a WALES tracking # or WIN "V" # in the WALES system, thereby eliminating the need for dispatchers to have to enter the same data twice; once in CAD, and once in WALES.
9. The computer system must be capable of generating multiple types of letters and/or e-mails to the owner of record, and, when available, insurance companies and lien holders.

10. The computer system must store and be searchable by TCN, license plate number, tow company response time, storage lot, VIN number, date of tow, vehicle make, year, color and model, owner name, organization that ordered the tow, and the company or agency that conducted the tow, or the street from which the vehicle was towed, or the type of tow that it was, i.e.-Rush Hour, Relocation, Snow Emergency, Boot, etc.
11. Application must include user-friendly “help” functionality.
12. System must be capable of generating at least 5 pre-defined reports/letters and allow for the easy creation of additional user customizable reports and letters.
13. System must allow for the creation of “ad hoc” reports.
14. System must allow the government to “flag” certain information as limited availability for security purposes such as placing a vehicle on hold, concealing owner information, or concealing vehicle information and location.
15. The system must provide user-level access control to ensure the security of various types of data at the record level.
16. The data obtained by and contained within the CTTDS must be owned by the Government of the District of Columbia and housed in District government facilities
17. Dispatch government tow vehicles via an electronic device.
18. Generate and manage requests for dispatch with a rotating list of tow companies, including tracking the status of the tow request throughout the duration of the tow, (this should include whether or not the tow company accepts the request, when the crane is in route, on the scene, etc)
19. Prioritize towing requests to ensure that critical requests are addressed first.
20. Vendor must be capable of utilizing electronic devices that can receive and send information that is linked to the database or, alternatively, ruggedized laptops or related communications devices that can perform in the same manner as the communications device for the application.
21. CTTDS must have rule-based capability for:
 - a. Automatic notification (e-mail alert and print)
 - b. Automatic alert to insurance company
 - c. Prioritization of tow
 - d. Automatic creation of TCN
22. The CTTDS must be web-enabled with SQL Server or Oracle back end.
23. CTTDS must allow a System Administrator to modify business rules and create/define new fields.
24. Future CTTDS software upgrades must be compatible with any customized interfaces.
25. The CTTDS must capture the following data:
 - Name, address, and phone number (if available) of owner of record of towed vehicle.
 - VIN, license plate number, make, year, model, and color of each vehicle towed;
 - Notice of infraction number (if applicable);
 - Date and time request for tow received;
 - Means by which request for tow was received (radio, phone, or written);
 - ETA of the crane;
 - ATA of the crane;
 - Was tow request cancelled;

- Reason for cancellation;
- Location from which vehicle was towed, and name or number of driver assigned to said tow;
- Reason for tow;
- Current storage location of towed vehicle;
- Name, agency, badge number, and callback number of person authorizing tow;
- Any holds on vehicle by the MPD or DPW with audits to prevent release without entry of release authorization;
- Capture if the official requesting the tow will remain on scene until tow truck arrives;
- Date and time of release or disposal for each vehicle;
- Capable of manually entering vehicle owner information;
- Name of party to whom the vehicle was released, including the ID number presented and address given;
- All fees and charges connected with said tow Public or Private, showing specifically tow, storage, and disposal date (if applicable) in addition to the total of such charges or fees;
- Types of crane appropriate for the situation and type of tow;
- Add notes/remarks/explanations regarding the tow;
- Time, date and user ID stamp every update of information or dispatch;
- Maintain a history of a vehicle that may be towed multiple times;
- Enable attachment of relevant electronic documents including photographs to a vehicle towing record.

2.2 Assumptions

- The District would provide onsite workspace, telephone, voice mail, e-mail and network access for project staff as required.
- DPW and OCTO shall assist the contractor to develop a project plan. This includes developing the schedule, deliverables, meetings and required resources.
- DPW, MPD and OCTO shall assist the contractor with organizing specific information such as user roles, relevant codes and laws, and relevant business rules and processes.
- The District shall work with the contractor to install the software application.
- DPW, MPD and OCTO shall advise the contractor on policies regarding information security appropriate to towing and police activity and to ensure reasonable satisfaction of these requirements.
- DPW shall be responsible for assuring complete support to the contractor throughout every step of the software and hardware implementation and modification process.

- DPW shall assemble an acceptance-testing group.
- DPW shall provide an equipped training room and, when necessary, assemble training participants.
- Vendor is responsible for ongoing product support. DPW is responsible for operating and maintaining the system.
- DPW, MPD and OCTO shall ensure proper personnel are available for system deployment.
- All work by the contractor and any government agency shall comply with the existing
 - OCTO District Technology Standards (http://ea.octo.in.dc.gov/ea/lib/ea/documents/octo_technology_standards_29-sep-2005.pdf) and
 - DPW Technical Architecture guidelines (http://www.dpw.dc.gov/dpw/frames.asp?doc=/dpw/lib/dpw/info/DPW_Tech_Arch.v1.4_08-16-05_Adobe.pdf)

3 SCOPE OF WORK

The general objective of this scope of work is to obtain information that will improve the District's ability to remove vehicles from the public rights-of-way and track those vehicles until they are sold, scrapped or returned to the owner. The primary task of this Statement of Work is to obtain quotes for the possible implementation for a CTTDS to integrate the database and dispatch methods and equipment, where necessary, into government and private organizations engaged in public towing. Special emphasis must be placed on identifying those business processes and procedures that the District will have to modify or engage in to maximize use of the CTTDS. Where applicable, these business processes and procedures shall be incorporated into the implementation of the CTTDS.

3.1 Application Implementation Tasks

If chosen to implement this system, the contractor shall install and set up the application with assistance from DPW, OCTO and MPD. The implementation of the CTTDS includes a series of technical support services described below.

Task 1: Conduct Project Planning and Kickoff

Project planning and kickoff includes the necessary activities to establish processes and procedures that effectively manage the project. The contractor shall prepare a Project Management Plan and Schedule, using the standard OCTO and DPW project template, for the tasks outlined in this Statement of Work (SOW).

The contractor shall also prepare and present an orientation briefing that includes an explanation of the project initiative, goals, scope, tasks, deliverables, and estimated schedule. Based on initial meetings and discussions, the contractor shall make adjustments to the Project Management Plan and Schedule as necessary to reflect any resulting changes in the Statement of Work and the Project plan to be agreed upon by DPW MPD and OCTO.

Deliverables:

- Project Management Plan and Schedule
- Project kickoff presentation

Task 2: Conduct Business Requirements/Process Analysis

The Contractor shall work with DPW, MPD, OCTO, EMA and EOM to identify and confirm those business requirements and processes that would best meet the needs of the District. These requirements must then be incorporated into the functionality of the CTTDS. In addition, the contractor shall identify those operational business processes that DPW, MPD and private towing companies must utilize to ensure maximum performance of the CTTDS.

Deliverables:

- Report detailing business requirements
- Report detailing operational business processes and procedures

Task 3: Provide Web Enabled Application

The contractor shall provide a web enabled front end for viewing information. The Web application must allow vehicle owners, insurance companies, and others to look up vehicle information online except for information blocked by MPD. Basic information to be provided includes vehicle location, reason for tow(s), and relevant contact information. This basic information may be expanded or reduced based on desires of DPW and MPD. The Web application must conform to the District's "look and feel" Web standards.

The Contractor shall provide the MPD, DPW, and Citywide Call Center access to its database of towed vehicles at any time. Access shall be through the District's Wide Area Network. Intranet access shall be provided to the following:

- DPW Parking Services Administration (several divisions)
- DPW Administration
- MPD (at least one site at administration)
- Department of Insurance and Securities Regulation

Task 4: Install and Set Up Software

Software installation and setup involves the necessary activities to create a production database. The contractor shall collaborate with DPW, MPD and OCTO staff to install and set up the reference tables in the software by building off information obtained in Task 2 and entering data based on District towing and related practices, user roles, security, and other organizational data required by the package.

The contractor will establish a separate development, test and production environment for future system enhancements.

Deliverables:

- Working software
- Document detailing establishment of reference tables
- Separate development, test and production environment

Task 5: Incorporate Business Rules

The contractor shall incorporate business rules for such activities as prioritizing tows, choosing the next tow company to perform the tow, identifying the set of owners that need to be notified at a particular time, defining the type of notification to be given to different entities (first class mail to owner and lien holder, email to insurer) etc. into their software. A draft description of these business rules will be provided to the contractor at the start of Task 2, Conduct Business Requirements/Process Analysis, and will be refined and finalized as part of that task.

Deliverables:

- Document outlining business rules
- System documentation of successful incorporation of business rules

Task 6: Develop Reports and Letters

The contractor shall work with DPW to identify a total of 15 appropriate custom reports and letter templates and provide the capability to create more.

Deliverables:

- Customized reports
- Customized letter templates

Task 7: Build Interfaces to External Applications

The contractor shall identify and construct system interfaces to external software applications, such as the Washington Area Law Enforcement System (WALES) and MPD's Intergraph Computer Aided Dispatch System.

This involves analyzing the interface requirements, constructing the interfaces, conducting integration testing, and implementing the interfaces.

The CTTDS application must be capable of retrieving to-be-determined data, identified in the Task, Conduct Business Requirement/Process Analysis, from the above applications. The contractor must work with the District to obtain access to these applications.

Where possible, interfaces should be built using Extensible Markup Language (XML) via asynchronous messaging in accordance with industry guidelines, in order to allow for easier adaptation and integration in the future.

Deliverables:

- Working interfaces with external software applications
- System documentation of interfaces to external software applications

Task 8: Demonstrate Wireless Capability for Tow Vehicles

Provide wireless data transfer capability for dispatching tow cranes, automatic vehicle location, receiving vehicle data and transport information.

The contractor shall work with DPW, MPD, and OCTO staff to acquire specific hardware, software and associated items identified by this project. The contractor will be responsible for performing a system-wide test and providing test results on all system components and connectivity for operation.

Deliverables:

The contractor shall prepare a system-wide test plan for this implementation to include all applications, hardware, software and network components. All problems or issues of concern must be documented, resolved and re-tested during this task.

The contractor will provide test results documenting the resolution of these problems and full system compliance.

Task 9: Provide Testing

The contractor shall ensure full functionality of the package through system testing and ensure that base tables are properly loaded with business rules. The contractor will work with OCTO, MPD and DPW information system managers to conduct integration testing with the designated production servers and with the Web applications. This testing will provide evidence of successful interfaces to external applications. The contractor will also assist DPW and MPD with user acceptance testing. User acceptance testing is conducted by the end-users that are responsible for accepting the package when it meets their expectations. In the fourth test the contractor shall demonstrate that security requirements are in place. Finally, the contractor shall perform a stress test that demonstrates the system's operational ability during periods of extremely high demand.

Deliverables:

- System test plan including test cases and reports
- Integration test plan including test cases and reports
- User acceptance test plan including test cases and reports
- Security requirements test plan including test cases and reports
- Stress test plan including test cases and reports

Task 10: Provide Training

The contractor shall train users who will conduct public towing for the District in the operation of the application. The contractor shall train system administration personnel in both the application operation and activities related to its installation, removal, adjustment and interaction with other systems. Provide “super-user” training, train the trainer training. Training materials shall be provided to system administration personnel. The District shall have legal rights to said training materials and shall have access to these for training future users of the application.

Deliverables:

- System and User Documentation
 - Helpdesk Scripts
 - Operations guide for data center staff
 - Operations guide for users
- Resource estimates to operate system
- Training course materials for system end users
- Training course materials for tow operators including quick reference guides
- Training course materials for system administrators

Task 11: Deploy Application and Provide Operational Support

System deployment includes the necessary activities to make the application available to users. The contractor shall deploy the application based on a release schedule developed jointly with OCTO and DPW. After implementation, the contractor shall provide guidance and support on proper use of the application and technical assistance, as needed. A full system warranty against any defects shall be provided for an additional one year after project completion. Help-desk support shall be provided for either 24-hour, 7-day-a-week support, or support from 7am – 7 pm (EST) on business days. The contractor shall provide quotes for these two options. A quote shall also be provided for on-site support between 7am – 7pm (EST) and availability on a 24-hour, 7-day a week basis for three months following installation. System upgrades shall be made available to the District as they are released. Finally, system availability and response times shall meet the requirements specified in Appendix D.

Deliverables:

- Deployed application
- “Lessons Learned” presentation and report

4 PROJECTED MILESTONES, DELIVERABLES AND ESTIMATED SCHEDULE

The contractor shall provide the following deliverables as described in task sections above. The contractor shall assure that deliverable documents reference or address stated Task and Deliverable requirements, as well as documentation references. Completion dates are expressed in calendar days. The format that shall be used in the response is the table below.

Centralized Towing, Tracking and Dispatch System

Task	Task Name	Deliverable	Estimated Completion
Task 1	Project Planning and Kickoff	Project Management Plan and Schedule	Seven days after contract award
Task 1	Project Planning and Kickoff	Project kickoff presentation	7 days after award
Task 2	Business Requirements and Process Analysis	Report detailing business requirements	14 days after award
Task 2	Business Requirements and Process Analysis	Report detailing operational business processes and procedures	14 days after award
Task 3	Web Application Integration	Documentation of successful integration with website	14 days after award
Task 3	Web Application Integration	Documentation that vehicle information for tows conducted by government cranes are accessible to the public	14 days after award
Task 4	Software Installation and Setup	Document detailing establishment of reference tables	14 days after award
Task 4	Software Installation and Setup	Document describing the creation of application pages	14 days after award
Task 5	Incorporate Business Rules	System documentation of successful incorporation of business rules	14 days after award
Task 6	Reports and Letters	Customized reports	14 days after award
Task 6	Reports and Letters	Customized letter templates	14 days after award
Task 7	Build Interfaces to External Applications	System documentation of interfaces to external software applications	14 days after award
Task 8	Demonstration of Wireless Capability	Report documenting demonstration	14 days after award
Task 9	Testing	System test cases and reports	14 days after award
Task 9	Testing	Integration test cases and reports	16 days after award
Task 9	Testing	User acceptance test cases and reports	18 days after award
Task 10	Training	Training course materials for tow operators	21 days after award
Task 10	Training	Training course materials for system administrators	21 days after award
Task 10	Training	System and user documentation	Specified go-live date
Task 11	System Deployment and Operational Support	System available to all users	Specified go-live date
Task 11	System Deployment and Operational Support	"Lessons Learned" presentation and report	90 days after go-live date

• **DELIVERABLE REQUIREMENTS**

The general objective of this scope of work is to obtain information and quotes that could be used to subsequently obtain, license and implement a commercial/off-the-shelf (COTS) software application package to meet DPW's Parking Services Administration requirements for a Centralized Towing System. Project success will be determined based on the achievement of this general objective through high-quality deliverables and clear statement of a proposed project implementation schedule.

The Contractor shall:

- Establish and document project goals and identify optional strategies for their implementation. Support analyses with graphical drawings, charts and other presentation instruments.
- When ever possible, descriptions of standard methodologies used to complete the project should be limited to the minimum necessary for clarity. Alternatively, the Contractor may propose to submit a single "methodology" document and focus each report on details specific to the information required in that report.
- Collect and document project constraints for cost, schedule and quality. Obtain approval from the District representative for proposed scope changes.
- Throughout the performance of the above items, coordinate with District employees and other consultants/contractors employed by the District.
- Provide limited support after submission of deliverables and work products, as necessary, to clarify the contents of deliverables to District staff and other contractors to the District.

6 DELIVERABLE ACCEPTANCE CRITERIA

The general criteria for deliverable acceptance shall be in accordance with the following:

- The contractor shall produce all deliverable products as specified in the Statement of Work (SOW), unless otherwise instructed by the COTR from DPW, in writing.
- Written documents shall be delivered as follows: three (3) original copies and one (1) electronic copy, unless otherwise specified for the applicable deliverable. The copy shall be in Microsoft Word for Windows on an electronic medium such as e-mail, CD-ROM, or diskette. Planning documents (Project Management Plan, Status Reports, etc.) shall be a combination of Microsoft Word, Microsoft Excel, Microsoft Visio and Microsoft Project. Presentations shall be in Microsoft Power Point.

8 COST AND STAFFING QUOTE

The vendor's proposed solution and corresponding quote shall be based on the contractor's proven ability to recruit and retain highly qualified BPR and IT professionals that shall provide specialized experience to successfully accomplish the task requirements in this SOW.

General Cost and Staffing Terms and Conditions

For this proposed solution and quote, the following assumptions should be used:

- The contractor shall assign a senior manager as the contractor's chief representative for this information and quote. This representative shall have the authority to make binding decisions between its organization and the other team members. This representative shall be in charge of all members of the contractor team assigned to the project and shall be the main contact. All correspondence, conferences, meetings and questions concerning the project directed to the contractor and its subcontractors shall be through this person. This representative shall be personally available at all times during working hours from the beginning of the work through its completion.
- The contractor shall provide project management, administrative management and administrative support necessary for the work hereunder. This support shall be provided at no cost to the District, unless the District specifically pre-approves assignment of personnel dedicated to such tasks.
- The contractor will break down "other" costs into subcontractors, reproduction services, shipping, etc.
- The District may direct the contractor to remove any contractor staff whom the District finds unacceptable, and the contractor shall immediately remove such personnel. The contractor shall replace the removed staff position with new individual(s) satisfactory to the District, if requested.

9 ADMINISTRATIVE CONCERNS and CONTRACT ADMINISTRATION

For this proposed solution and quote, the following assumptions should be used:

- **Contract Type** - The requirements of this SOW would be performed on a fixed price basis.
- **Period Of Performance** - The system implementation period is anticipated to begin during the FY 2007 fiscal year and shall be approximately January 2, 2007 through March 30, 2007.

- **Accessibility Requirements** - Able to meet and operate under DC hardware and software standards. Application MUST adhere to the electronic and information technology requirements regarding accessibility for people with disabilities as defined in Section 508 of the Rehabilitation Act.
- The Contractor shall:
 - Follow the procedures and rules of the Government of the District of Columbia, and additional procedures that the District representative may direct from time-to-time.
 - During performance of work and/or at completion of work, provide orderly hand-over of work products and deliverables to designated District representative.
 - Provide equipment, storage, personnel and systems in the contractor's offices as necessary to support the work hereunder.
 - Provide own portable computing equipment to use for the duration of the contract. All work products shall be done using the Microsoft Office Suite of products.
- **Point of Contact**
 - The contractor's Project Manager shall be the principal point of contact for the contractor.
 - The Contracting Officer's Technical Representative (COTR) in the Department of Public Works shall be the principal point of contact for the District. The COTR, unless this Representative expressly assigns a Designee, is responsible for all matters pertaining to the contract performance. All invoices shall be submitted for certification to the COTR. The COTR shall not supervise contractor employees nor take actions or make decisions reserved to the authority of the Contracting Officer.
 - The Contracting Officer shall be responsible for any contractual actions including those affecting modifications of the terms and conditions of the contract, issuance of preliminary termination notices (show cause letters or cure notices), or actions to terminate the contract.

- Contracting Officer's Technical Representative

Ms. Marlene Young
2000 14th St, N.W.
Washington, DC 20009
Telephone Number: (202) 671-1585
E-Mail: Marlene.young@dc.gov

- Contracting Officer

Mr. William Sharpe
441 4th Street, NW, Suite 930
Washington, DC 20001
Telephone Number: (202) 727-5274
E-Mail: William.sharpe@dc.gov

10 EVALUATION OF QUOTES AND CRITERIA

10.1 Evaluation of Quotes

Decisions regarding the information received and corresponding quotes will be made by the District, based upon the evaluation criteria specified below, which will be used to determine which solution, if any, is most advantageous.

A selection committee will be established by the District to review proposals. The relative importance of the evaluation criteria indicated below will serve as a guide to the District rather than as an absolute determinate in making a decision. The successful Offeror must be able to comply with the required delivery schedule; possess adequate resources; have a satisfactory record of integrity; have the necessary organization, experience, accounting and operational controls to manage the contract; have a proven software application, and have access to production or technical facilities and equipment to perform the tasks outlined in the scope of work.

The District evaluation team will use this information to determine if subsequent work should be performed to solicit a proposal based upon the evaluation criteria described herein, and that represents the best value for the District of Columbia.

The District reserves the right to reject any or all quotes determined to be inadequate or unacceptable or other reasons determined to be in the best interests of the District. It is expected that each proposed solution and quote should contain the Offeror's best terms.

10.2 Proposal Factors and Weight

The evaluation of quotes will be based on the quality of the Offeror's ability to respond to the Statement of Work described herein and technical, price, and implementation factors described below. Award of a contract will be made to the Offeror whose proposal offers the best value to the District from a technical and price standpoint. Technical factors in aggregate are significantly more important than price. Technical evaluation factors are equal.

11 TECHNICAL EVALUATION CRITERIA

11.1 Factor A: Proven Dispatch and Tracking Application and Past Performance

11.1.1 Technical Competencies

This criterion refers to the Offeror's response to the Statement of Work. Evaluation of current tracking and dispatch software capabilities and overall experience in the field allows the District to assess the ability to perform the tasks outlined in the SOW.

11.1.2 Past Performance and Experience

This factor will be based on an assessment of the quantity and quality of Offeror's past performance specifically as applied to the SOW or similar projects, particularly in the public or private sector, of comparable size, technical nature, and complexity, in achieving a high degree of customer satisfaction. The currency and relevance of the information, source of information, context of the data, and general trends in contractor's performance shall be considered.

The Offeror will submit specific examples of projects, particularly from the public sector, that illustrate past performance/experience of the completion of relevant projects. These examples should not exceed one page per project and should include project scope outlining macro-level strategy, timeframes, outcomes and costs. This should also include accurate client references, contact information, and letters of recommendation. Offeror shall note that District will make a limited effort to reach the reference contacts provided by Offeror. If Offeror-furnished information leads to "dead ends" or is otherwise not useful for reference checking, Offeror shall receive a neutral score of 2 out of 5 for each inconclusive or unreachable contact. Offeror shall therefore ensure that reference information is current, relevant and accurate.

11.2 Factor B – Project Approach and Development of Centralized Towing, Tracking and Dispatch System Project Plan

The District will evaluate the Offeror's submission of a.) Narrative description and schedule related to the approach to the implementation of the CTTDS and b.) Any other information relevant to project approach, specifically lessons learned/experience from previous relevant projects that would be applied to the towing, tracking and dispatch system.

In addition, this factor includes an evaluation of Offeror's ability to articulate its approach for transitioning to and implementing the towing, tracking and dispatch system.

Following the evaluation of written proposals, the Selection Committee may elect to invite the Proposers to an oral presentation and interview. The oral interview will consist of standard questions asked of each of the Proposers and specific questions regarding the specific proposal, as well as additional information that the Proposer may provide to further clarify its ability to provide the equipment and services desired.

11.3 Factor C – Price

This factor includes an evaluation of the price and cost proposed by the Offeror for performing all the requirements of the contemplated contract as set forth in the solicitation. Price/cost proposal will be evaluated for reasonableness, which will be determined by price analysis and price inter-comparison.

The cost proposal will be considered in terms of its realism, and its consistency with the Technical Proposal. The weight of price as an evaluation factor is not readily subjected to a strict numerical equivalent, for composite technical/price analysis of the offers submitted in response to this solicitation. Therefore, the evaluation team will apply its collective business judgment to the evaluation of the relationship between technical and price aspects within each offer, and between competing offers. The evaluation team will determine which offer constitutes the best value to the District.

11.3.1 Cost and Price Realism

Cost and price realism is reflected in the difference between an Offeror's proposed costs and the District's determination of most probable costs that would be incurred by the solicitation's requirements. Differences between the proposed costs and most probable costs may reflect an attempt to buy-in or a lack of understanding of the requirements. Lack of cost realism may be reflected in the results of the overall evaluation.

11.3.2 Cost and Price Consistency

The compensation levels proposed shall reflect a clear understanding of work to be performed. Proposed labor rates, if any, shall be fully burdened and take into account differences in skills, the complexity of various technical areas, and job difficulty.

11.4 Factor D – Ability to meet all requirements and Implementation Time

The District will evaluate an Offeror's ability to meet all requirements and implement this Centralized Towing System within a six-month time period. To accomplish implementation within this timeframe, the Offeror must be willing and able to dedicate time and energy to this project.

The implementation timeframe must be realistic. The evaluation team will apply its collective business judgment to the timeframes provided by the Offeror to determine whether or not it is realistic. Timeframes determined to be unrealistic will score extremely low on this Factor. Given this, it is expected that the Offeror will provide a timeframe that is an accurate representation of the time it will take for them to implement their solution.

13 PROPOSAL PREPARATION INSTRUCTIONS – GENERAL INSTRUCTIONS

Proposed information and quotes must be received by June 15, 2006.

All interested firms must submit both a technical proposal and cost quote satisfying the requirements described herein in an original and five (5) copies.

14 QUOTE PREPARATION INSTRUCTIONS – SPECIFIC INSTRUCTIONS

All interested firms must submit a technical proposal and quote by responding to the items listed below. Information presented in the proposal should conform to the following format:

14.1 Technical Proposal Format

The technical proposal shall be limited to a maximum of 33 pages, plus information for which there are no page limits (e.g. resumes). Page limit for individual subsections is noted below.

Information submitted must be arranged in the same order in which it is requested below. The technical proposal shall be page numbered and appropriately referenced in the Table of Contents.

Offeror's technical proposal shall include the following information:

A. Title Page (1 page)

Show the Offeror firm's name, proposal title and date of submittal of proposal.

B. Letter of Introduction (1 page)

(i) Provide the name of the person(s) authorized to represent the Offeror team and his address and telephone number.

(ii) The person signing the proposal shall certify that he/she is fully informed regarding the accuracy of the statements contained in this proposal, including the proposal's certifications.

(iii) Each offer must be signed by the person(s) legally authorized to sign contracts on behalf of the Offeror and must show the full business address and telephone number of the Offeror.

(iv) Show the name of the Offeror and indicate whether it is a corporation, joint venture, partnership (indicate type of partnership, if applicable).

(v) Provide evidence that Offeror is eligible to enter into a contractual agreement and that its Articles of Incorporation, partnership or joint venture agreement are properly filed with the DC Recorder of Deeds or Superintendent of Corporation (Department of Consumer and Regulatory Affairs) of the District of Columbia, as applicable. In the event the Offeror is a corporation not incorporated in the District of Columbia, show proof that Offeror is registered as a foreign corporation with the DC Department of Consumer and Regulatory Affairs and that it is properly authorized to do business in the District of Columbia.

C. Table of Contents (1 page)

Provide a Table of Contents for material included in the proposal, including page numbers.

D. Proposal Detailed Contents

Respond to items listed below in sufficient detail to provide for a meaningful evaluation and assessment.

a. Organization Information (2 pages)

NAME OF OFFEROR FIRM:

- Year organization was established.
- Identify the total number of permanent employees by discipline.
- Identify the highest manpower (all disciplines) level in past five years.
- Identify the lowest manpower (all disciplines) level in last five years.
- Identify the estimated manpower available for assignment to this project at peak.

b. Project Approach (4 pages)

Describe Offeror team qualifications and approach in implementing tracking and dispatch systems. Describe the Offeror team's ability to successfully manage and execute projects of this size and scope in a timely manner. Provide a narrative on how the software application can meet the specific needs of the District. Offeror should utilize this section to outline the method and steps they would follow to implement their application and fulfill the tasks outlined in the above Statement of Work. A discussion of implementation timeframes should be included.

c. Description of Software Application (4 Pages)

This is the Offeror's opportunity to explain what their software application does and what problems it solves. Emphasis should be placed on those features that the Offeror believes are relevant given the above Scope of Work. Offeror should also highlight those attributes of the software application that are unique to the application and offer a "value added" to the District.

d. Experience – Completed and operational Projects (4 pages)

Provide examples of the most relevant (per description of CTTDS) completed projects Offeror team has completed and currently operational within the last five years. Use the following format:

Project Name
Project Description
Owner/Client
Contact Person
Telephone Number
Type of Services Provided
Estimated Cost
Actual Completion Date

- e. Experience –Current Projects (4 pages)**
Provide examples of the most relevant (per description of CTTDS) active projects the Offeror team currently has in progress. Use the following format:
- Project Name
 - Project Description
 - Owner/Client
 - Contact Person
 - Telephone Number
 - Type of Services Provided
 - Estimated Cost
 - Actual Completion Date
- f. Subcontractors (4 pages)**
Provide a list of proposed subcontractors and experience of their key staff with projects similar to the subprojects listed herein. Provide the following:
1. Indicate if subcontractor is a certified LSDBE.
 2. Three references from 3 separate relevant projects for each major subcontractor.
- g. Additional Information (3 pages)**
Any additional information you may wish to include should be added here.
- h. Alternate Proposals (No page limit)**
If an Offeror wishes to submit a proposal on other terms that it believes to be more advantageous to the District, the Offeror may submit, in addition to a responsive proposal, an alternate proposal reflecting such advantages. However, the primary proposal must be responsive to this solicitation and must first be evaluated/determined as responsive before consideration can be given to an alternate proposal.

14.2 Checklist of Technical Proposal Submittal Requirements

<u>Description of Contents</u>	<u>Page Limit</u>
Title	1
Letter of Introduction	1
Table of Contents	1
Organization Information	2
Project Approach	4
Description of Software Application	4
List of Relevant Projects Completed in Last 4 years	4
List of Relevant Projects Currently Ongoing	4
Subcontractors	4
Additional Information	3
Alternate Proposals (Offeror's Option)	No Limit
Attachment A: Resumes of Key Personnel/Staff	No Limit

14.3 Cost Quote Format

Submit cost quote on a fixed-price basis and labor-category-hourly-rate-price basis for the focus areas described herein. Submit cost quote addressing the following information:

- 1) Break down cost of labor by proposed discipline/staff category and hours and by activity. Provide cross-reference to the appropriate GSA Schedule and utilize the rates therein. If proposing firm's rates are not listed in GSA Schedule, indicate derivation of each proposed rate.
- 2) Break down other costs into subcontractors, travel expenses, reproduction services, shipping, etc.
- 3) The contractor is required to provide within their quotation a small business utilization plan. The District Government requires that all contracts in excess of \$25,000 utilize 50% Local Small Disadvantaged Business Enterprises (LSDBE). Any additional questions concerning LSDBE participation should be directed to the Contracting Officer.
- 4) The contractor may incur reimbursable travel expenses under this contract that are pre-approved (including subcontractors) in accordance with the District of Columbia Information Technology Services supply schedule contract, with no mark-up.
- 5) The cost quote shall be limited to a maximum of 13 pages. Page limit for individual subsections is noted below.

14.4 Alternative Cost Quote

The contractor may submit alternative cost quote that it believes to be of greater benefit to the District. The page limit for alternate cost proposal is unlimited.

14.5 Checklist of Cost Proposal Submittal Requirements

<u>Description of Contents</u>	<u>Page Limit</u>
Table of Contents	1
Cost or Pricing Data Certification	1
Certificate of Non-Collusion	1
Estimated Cost and Breakdown for Work	2
LSDBE Utilization Plan	3
Additional Information	4
Alternate Cost Proposal	Unlimited

APPENDIX B

Device	Location	OS	Specification for devices
Production Database Server	OCTO Data Center (ODC) 2	Server OS- WIN 2000 Database OS- SQL 2000 or Oracle 9i	Mfg. DELL, Power Edge 1650 , Rack Mount, Single or dual Intel® Pentium® III processors up to 1.4GHz for expandable performance. Up to 219GB internal storage capacity and up to 4GB of 133MHz ECC SDRAM for internal expansion. 3 hot-swappable hard drive bays allow for a RAID 5 configuration in a 1U server. <i>* Additional Specifications</i> http://rcommerce.us.dell.com/rcomm/config.asp?order_code=W1111&conum=84&ConfigType=3
Production Application Server	ODC 2	TBD	Mfg. DELL, Power Edge 1650 , Rack Mount, Single or dual Intel® Pentium® III processors up to 1.4GHz for expandable performance. Up to 219GB internal storage capacity and up to 4GB of 133MHz ECC SDRAM for internal expansion. 3 hot-swappable hard drive bays allow for a RAID 5 configuration in a 1U server. <i>* Additional Specifications</i> http://rcommerce.us.dell.com/rcomm/config.asp?order_code=W1111&conum=84&ConfigType=3
Web Server	ODC 2	TBD	Mfg. DELL, Power Edge 1650 , Rack Mount, Single or dual Intel® Pentium® III processors up to 1.4GHz for expandable performance. Up to 219GB internal storage capacity and up to 4GB of 133MHz ECC SDRAM for internal expansion. 3 hot-swappable hard drive bays allow for a RAID 5 configuration in a 1U server. <i>* Additional Specifications</i> http://rcommerce.us.dell.com/rcomm/config.asp?order_code=W1111&conum=84&ConfigType=3
Application Software	PSCC, ODC 2		(Production CAD), DPW Backup CAD Database
Middleware	ODC 1 & ODC 2	EAI	EAI
1 ea. Server Software Packages	ODC1 & ODC2		Microsoft 5 License Copy WIN2000 Server and Back Office (SQL 2000)
Back-up Software & Tape /Storage Devices	ODC 1 & ODC 2	Back-up Software- Veritas or WIN 2000 Backup	StorageTek Model 9840
2 ea Printers	User Site		HP 8100
1 ea Dot Matrix Printer	User Site		Panasonic
3 ea Dispatch Desktops w/monitors	User Site		DELL Dimension 4500 P4 2 Ghz, 256 MB RAM, 40 Gig HD, 17" Flat LCD Panel
7 ea Dispatch Desktops w/monitors	User Site		DELL Dimension 4500 P4 2 Ghz, 256 MB RAM, 40 Gig HD, 17" Flat Screen CRT
2 ea Wall LCD Screens	User Site		Plasma LCD Panels 48x60"

Router (ODC 2)	ODC2 → DPW		Cisco 2600 series
Router (MPD)	MPD → ODC2		Cisco 2600 series
Router (DPW)	ODC2 → DPW		Cisco 2600 Series
PIX Firewall (ODC 2)			Cisco PIX 500 series
Pix Firewall (MPD)			Cisco PIX 500 series
Telephone System			
Dedicated T1	ODC2 → MPD		Verizon
Dedicated T1	ODC2 → DPW		Verizon